

## Care Coordination Tool (CCT) Training Materials Table of Contents

Listed below are the items covered in each of the CCT training guides:

### 1. My Members Tab Training Guide

#### a. Part 1

- i. Navigate the **My Members** main table
- ii. Search for members

#### b. Part 2

- i. Sort members by **Disease Profile**
- ii. Sort members by **Quality Indicators**
- iii. Stratify members by risk/view risk chart
- iv. View additional member information
  - View member's **Care Team** and **Program** information
  - View member's **Claims-Based Medication, Diagnosis, and Visits** information
  - View all **Care Opportunities** for a member
- v. View and add **Family Member** information
- vi. Export a member list to Excel
- vii. Exercise: Identify critical risk, diabetic members

### 2. Quality Measures Training Guide

- a. Search for a group of members based on the selection of care organizations, programs enrolled in, program status, and/or quality measure group selected
- b. Individually address the gaps identified for a member
- c. Search for individual member within the quality measure group selected and other search criteria given, using member name/member ID

- d. Address all the gaps identified for a member:
  - i. Close/address all gaps for a member at once
  - ii. Address gaps in **In Progress** status
  - iii. Address gaps in **In Progress** status for **All** members at once
  - iv. Filter members who have measures in **In Progress** (based a particular measure name)
- e. View the patient health record summary
- f. Sort members by risk scores
- g. View **Quality Measures** of family members
- h. Export the list of **Quality Measures** data into Excel
- i. Exercise: Close a Quality Measure gap for a member

### 3. **Population and Quality Measure Performance Dashboards Training Guide**

- a. View the **Population Dashboard**
- b. Navigate the **Population and Quality Measure Performance** Dashboards
  - i. Select measure groups to view gaps in care information and tables
- c. Utilize the **Quality Measure Performance Dashboard** to update a member's activity progression
- d. Engage a member in care transition
- e. Export quality measures data into Excel
- f. Exercise: Address non-adherent members for a quality measure via the **Quality Measure Performance Dashboard**

### 4. **Admission, Discharge, Transfer (ADT) Training Guide**

- a. Engage a member in care transition
- b. View **Required Activities**
  - View required activities by **Event Type**
  - Schedule **Required Activities**
- c. Sort members by risk

- d. Export ADT information to Excel
- e. Grouping multiple ADT records
- f. Synchronizing ADT status with the same admit date and time
- g. Exercise: Schedule an activity for a member who has been discharged from a hospital

## 5. Practice Administrator User Role Training Guide

- a. View **Care Coordination** and **Population** Dashboards
- b. View and edit member summary data
- c. Manage care staff
  - Update or inactivate care staff users
- d. Reset passwords
- e. Assign a member's care team
- f. Exercise: Assign a member to yourself (only applicable for Practice Administrator and Care Team Manager user roles)